

CHAPTER I

INTRODUCTION

This chapter provides the introduction for this study. It covers background of study, statement of problem, purpose of study, significant of study, scope and limitation and definition of key terms.

1.1 Research Background

Nowadays, language is one of the instruments to communicate. Primarily, language is not only written but also spoken by the human for communication. On the other side, express their ideas, action, feelings, and thoughts are an important role of language to mesh. Language is part of a human subject that coming from outside as much as they speak and know (Martinez del Castillo, 2017). We see that language provides relationship like the media to help people interacting with each other. It is certain to believe that language is surely connected with society.

The situation of certain societies is combined in sociology and linguistics. It is called sociolinguistics. Sociolinguistics is the study of language function in a social context and the development of language in society. In addition, sociolinguistics focuses on differences in the use of language (Sumarsih et al, 2014). This study intended to discuss one of those language variations which is register.

Register is the language used in groups of people with a common interest in a job (Isaac, 2014). As an example, the fields of medicine, sports, social media, journalism,

television and radio are variations of register used in language. Adopted from (Sri) 2014, the example of register used in a basketball sport are - crossover dribble = a dribble from one hand to the other in front of the body, - free throw = a free shot taken from the free-throw line as the result of a foul.

The Balava hotel is the second hotel from a Zeeti International Management and becomes a four-star rated hotel. This hotel has a unique combination of Javanese and Balinese tradition. The position is strategic near with the Old Town railway station. As well, there is also a special place in the rooftop of The Balava it is called the D'toengkoe sky fireplace-lounge the towering provides a relaxing atmosphere and peaceful at night.

This hotel is also the place where the researcher doing internship program. In personal experience, front office employees make the researcher confused about the register that they used such as go show = check in first without booking in advance, pass key / master key = a key that can open multiple rooms.

Previously, some researcher has conducted the study about register in the hotel. Meiliya (2013) found 80 registers in total used by the housekeeping department, front office department, food, and beverage department in Kusuma Agrowisata Hotel. Another research studied by Rini (2014), 102 registers had been found in Prudential Insurance that used by the staff agents.

Briefly, the researcher is interested to conduct the research about register because previously, some researcher conducted the research in hospitality is not so many. From register also we know the profession or the social group of people.

1.2 Research Problems

Based on the background of study above, the problems as follows :

1. What are the registers used by front office employees in The Balava hotel?
2. What are the meanings of registers used by front office employees in The Balava hotel?
3. What are the reasons of front office employees in Balava hotel use the register?

1.3 Research Objective

Based on the problems above, the objective of this study are:

1. To identify the register used by front office employees in The Balava hotel.
2. To find the meaning of register used by front office employees in The Balava hotel.
3. To discover the reason of register used by front office employees in The Balava hotel.

1.4 Scope and Limitation

The scope of this study is registers used by front office employees in The Balava Hotel Malang. While the limitation of this study are two employees of front office to use registers in their duty.

1.5 Research Significance

This study is intended to give contribution for both English Language Education Department (ELED) and the student in teaching – learning activities.

- a. For the students, this study is expected to broaden their comprehension on sociolinguistics that focused in register.
- b. For the lecturer, the findings can be used to provide the information related with the existence of register in certain society, especially at Balava Hotel Malang.
- c. For ELED, it is expected to provide some information and useful understanding about register.

1.6 Definition of Key Terms

The following definition of key terms is intended to clarify the key terms, which are:

1. Register is a level of formality of the speech in specific situation or group. Different group has different meaning of speak. (Wardhaugh, 2006).
2. Front Office Employee includes all the offices which are situated near the front hall and lobby of the hotel. This department also the first and the impression see by the guest (Sayin, 2019).